

# Neighborhood Services Director



**Job Code:** 2280  
**Grade:** 135  
**Reports to:** Director of Planning & Code Administration  
**Salary Range:** \$68,835 - \$107,201  
**FLSA Status:** Exempt

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## **GENERAL STATEMENT OF DUTIES**

Performs difficult professional and intermediate administrative work overseeing the administration and enforcement of City codes relating to property maintenance, animal control, public nuisances, rental housing, and landlord-tenant relations; does related work as required.

## **DISTINGUISHING FEATURES OF THE CLASS**

An employee in this classification performs work of considerable difficulty and responsibility managing the enforcement of the City's Codes. Duties involve working with various citizen committees and boards for the purpose of promoting understanding of City codes and code enforcement. Work is performed under the administrative direction of the Director of Planning and Code Administration, with wide latitude for independent judgment in making technical and procedural decisions with respect to administrative projects and the development of new processes. Work is reviewed through conferences, reports, and evaluation of results achieved. Supervision is exercised over code enforcement and clerical staff.

## **ESSENTIAL FUNCTIONS**

Planning, directing, and participating in various inspection and code enforcement activities; preparing and maintaining appropriate records and files.

## **EXAMPLES OF WORK**

- Plans, coordinates, supervises, and participates in inspection and enforcement activities with responsibility for enforcing the laws, ordinances, and codes relating to property maintenance, animal control, public nuisance, rental housing, and landlord-tenant relations.
- Confers with citizens, property managers, and others with complaints concerns or questions.
- Conducts field investigations and inspections.
- Coordinates the issuance of rental housing licenses, animal licenses, home occupation, amusement machine, tree removal, and sign permits.
- Develops, reviews, and updates policies and procedures.
- Serves as City liaison with homeowner associations, tracks responses to HOA requests.
- Hears and makes investigations of complaints of inspection activities, takes appropriate action.
- Prepares evidence and testifies in court on code violation cases.
- Serves as liaison to District Court, coordinates citation issuance and follow-up.
- Mediates formal landlord-tenant complaints.
- Serves as staff liaison to the Commission on Landlord-Tenant Affairs.
- Prepares a variety of reports and correspondence on inspection and code compliance matters.
- Performs related tasks as required.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of the principles and practices of property maintenance, animal control, nuisance abatement, and rental housing code enforcement; thorough knowledge of building, construction, engineering, and structural engineering principles and practices; ability to supervise the work of subordinates; ability to establish and maintain harmonious relationships with other employees, city, state,

and federal officials, and the general public; ability to present facts and recommendations effectively in oral and written form; firmness and tact in enforcing codes and ordinances.

**MINIMUM EDUCATION AND EXPERIENCE**

Graduation from an accredited college or university with a Bachelor's Degree in Engineering, Architecture, Building Construction, or related field. Five (5) to seven (7) years of progressively knowledgeable and responsible professional level experience in the application and enforcement of construction, zoning, or environmental codes, the majority of which shall have been acquired in a management capacity; or any equivalent combination of education, training, and experience.

**WORK CONDITIONS**

- Light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects.
- Work requires climbing, balancing, stopping, reaching, standing, walking, and fingering.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for preparing and analyzing written or computer data, use of measuring devices, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is subject to inside and outside environmental conditions.

**SPECIAL REQUIREMENTS**

- Possession of an appropriate driver's license valid in the State of Maryland.
- An employee in this classification is subject to random drug and alcohol testing pursuant to the City of Gaithersburg's Drug-Free Workplace Policy, Drug & Alcohol Testing Procedures.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.